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March 13, 2018

Mr. John McAvoy
Chairman and Chief Executive Officer
Consolidated Edison, Inc.
4 Irving Place
New York, NY 10003

Dear Mr. McAvoy,

Now that power has been restored to most if not all of Con Edison customers in Westchester who were affected by winter storms Riley and Quinn, I write to urge your company to take steps to ensure that serious problems in preparedness, personnel, and communication do not happen again. While these back-to-back storms were severe, Con Edison's delays in responding to the havoc caused significant physical and economic losses to families and businesses throughout the county. It is unacceptable that thousands of residents were without electricity or heat, many for more than a week, and that some schools and many businesses were forced to remain closed.

As one of the first steps, I urge you and your leadership team to meet in Westchester with leaders of all municipalities in the county to hear and learn from them what went wrong and what needs to be corrected. Those municipal officials on the front lines and in the impacted neighborhoods and Main Streets heard from their constituents, then spent hours on sometimes twice daily conference calls with Con Edison regional management officials begging for utility crews to come to their communities. Though she and some of her colleagues in local government testified to the Moreland Commission following Superstorm Sandy, Cortlandt Town Supervisor Linda Puglisi has said repeatedly over the last 10 days that in her 27 years of service, Con Edison has never learned from the mistakes of past storms.

From Saturday, March 3 through Monday, March 12, my office received calls and emails from more than 70 constituents regarding the recent winter storms. These included people with medical conditions who could not live in their homes without electric medical appliances, school officials whose buildings were closed for days on end, and people without nearby family or other resources who were forced to remain in their cold, dark homes. While most of the power has been restored, these residents and business owners are understandably frustrated.

The most common complaints I heard from constituents centered on the effectiveness of Con Edison's response. I heard stories of workers sitting in trucks waiting for directions from Con Edison supervisors, and situations where trucks arrived at sites where repairs had already been completed. Constituents were appalled at the breakdown of communication within Con Edison, and many believed the power outages may have been shortened if resources had been

used more efficiently. Additionally, Con Edison did not work effectively with municipalities; municipal crews were ready to clear debris and trees, but Con Edison would not direct crews to remove the live wires or sent the wrong crews. Municipal officials said their Con Edison liaisons, though dedicated and eager to help, were not supported by your management. The lack of coordination, both within your company and with the various municipal and governmental officials, is deeply concerning.

Equally concerning was Con Edison's communication – or lack thereof – with constituents. Automated calls would frequently state power had been restored when it had not. Con Edison would tell residents a timeline for restoration, which would frequently be moved back and sometimes be eliminated entirely. Constituents reported lost work tickets and confusing interactions with customer service personnel when they had to, once again, report their outages. Further, Con Edison failed to prioritize people who lost power in the first storm, meaning that some customers went without power for as many as 10 days. That is unacceptable.

As you know, storm damage does not only apply to the immediate damage a weather event can cause but also to the lasting financial impact of the events and responses. Many constituents reported damage to their appliances or equipment, lost food, and flooding in their basements or ground floors, all of which carry significant financial burdens. Those without family or friends in the area were forced to bear the additional costs of prolonged hotel stays. Schools not being able to open for several days meant not only that student instructional time was lost, but that families without child care services perhaps could not work during that time. Constituents who work from home were often unable to do so, foregoing days of wages.

I fully support the State's investigation into the lack of preparedness, poor communication, and weak infrastructural support that was on display in the aftermath of these storms. However, Con Edison should take proactive steps now to review the failures in response to these two winter storms, including meetings between you, your leadership team and municipal and other elected officials from across Westchester, as we demand answers and again seek permanent solutions to these recurring problems in Con Edison's storm response efforts.

Sincerely,



Nita M. Lowey
Member of Congress